



Delivering excellence in Hospitality & Customer Services



Agenda

2.00pm Welcome and Purpose – Philip Broomhead, Riverside Training

2.10pm Future Skills for Herefordshire – Marc Bayliss, Worcester Research

The Marches LEP has contracted external consultants to create a skills plan for Herefordshire and the Marches. This is an opportunity to hear the findings and influence the future skills needs for our County.

3.15pm Creating Excellence in Hospitality and Customer Services in the County
Philip Broomhead, Riverside Training

Riverside Training's ambition is to raise our game through a coordinated approach from schools to continued professional development across the County.

How do we create excellence?
What can we do as a group to influence this?

3.45pm Moving forward, Future actions

4.00pm Close

Delivering excellence in Hospitality & Customer Services

A forum for ideas and action

Wednesday 28th November 2012

2.00pm – 4.00pm

Garrick Room, The Courtyard, Hereford

What can we do to:

- ◇ Fill the **skills** gaps?
- ◇ **Inspire** people into hospitality & customer services?
- ◇ Give employers the **support** they need?
- ◇ Work **together** to achieve excellence

I look forward to meeting you.

Philip

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Philip Broomhead

From: Philip Broomhead
Sent: 22 November 2012 10:07
To: Jane Preston; John Rogers; Mike Lowe; Paul Jenkins
Subject: Hospitality & Customer Services Forum next wednesday 28th Nov 2.00-4.00pm at Courtyard Theatre

Dear Jane, John, Paul and Mike

Thank you for agreeing to join the forum next week – I am anticipating 15-20 employers attending sat on four, possibly 5 tables if there are more.

I want this to be an interactive and proactive meeting, presentation from Worcester Research at the beginning and then positive actions from group brainstorming discussion.

After we have heard the data presented from Worcester Research on the perceived skills gaps, we will ask each table to answer a series of questions.

Please could each of you act as a facilitator for your separate table (don't sit on the same table) – to keep the conversation focussed, ask pertinent questions and get succinct answers.

The four questions are progressive and should take 10-15 minutes per question (I will coordinate the timing):

1. How can we fill the **skills gaps** identified?
 - Are those perceived skills gaps real?
 - Does the existing provision meet your needs?
 - What more is required?
 - What would excellence look like?
2. How do we **inspire** people to make hospitality & customer service a chosen career path?
 - How is our sector perceived?
 - How can we change perceptions?
 - How do we inspire young people?
 - How do we inspire older people, those with A levels, degrees, unemployed, career change
 - What would it look like?
3. What **support** do employers want to achieve excellence in hospitality & customer services?
 - What does excellence look like?
 - What are the major issues facing employers?
 - How do you solve these currently?
 - What more do you need to solve these issues?
 - What would it look like?
4. What more can we do **together** to achieve excellence in hospitality and customer services?
 - What do we already do together?
 - What else could be done collaboratively?
 - What would it look like?

We shall have a plenary to discuss ideas and issues that come from the questions and then summarise it by identifying what happens next.

If you have any queries, please do not hesitate to shout.

Many thanks

Philip

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